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The Public Utilities Commission of Ohio

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

June 29, 2001

cc Docket 98-67

Federal Communications Commission
Consumer Information Bureau
Disability Rights Office
445 12th Street, SW
Washington, D.C. 20554

Dear Sir:

Please find attached the complaint log and summary log for the State of Ohio's Telecommunications Relay Service from June 2, 2000 through May 31, 2001. The Consumer Services Department of the Public Utilities Commission of Ohio (PUCO) did not receive any complaints concerning the quality of service of the Ohio Relay during that timeframe.

If you have any questions or need any further information, please contact me at (614) 466-4054 or by e-mail at Elizabeth.Blackmer@puc.state.oh.us.

Sincerely,

Elizabeth L Blackmer

Elizabeth L. Blackmer
Public Utilities Administrator
Consumer Services Department

Attachments

cc: Dan Shields, PUCO

No. of Copies rec'd 071
List A B C D E



Ohio Relay Service

June 2000 - May 2001

| | | | | | | | | | | | | | | TOTAL | PCT. |
|----------------------|--------------------------------|----|----|----|----|----|----|----|----|----|----|----|----|-------|------|
| SERVICE COMPLAINTS | | | | | | | | | | | | | | | |
| #00 | Answer Wait Time | | 1 | 1 | | | 1 | 1 | 1 | 1 | | | | 6 | 3% |
| #01 | Dial Out Time | 1 | | 1 | 1 | | | | | | 2 | | | 5 | 2% |
| #02 | Didn't Follow Database Inst. | 1 | 1 | 1 | 1 | | | | | | | | | 4 | 2% |
| #03 | Didn't Follow Cust. Instruct. | 5 | 1 | 1 | 5 | 1 | 1 | 1 | 5 | | 1 | 3 | 5 | 29 | 12% |
| #04 | Didn't Keep Customer Informed | | 3 | 1 | | 2 | 3 | 3 | 4 | 2 | 1 | 1 | 4 | 24 | 10% |
| #05 | Agent Disconnected Caller | 1 | | 1 | 5 | 2 | 1 | 1 | 6 | 1 | 1 | 4 | 1 | 24 | 10% |
| #06 | Poor Spelling | 2 | | 1 | 1 | | | | | 1 | | 1 | 2 | 8 | 3% |
| #07 | Typing Speed/Accuracy | 2 | | | 4 | 1 | 1 | 1 | 1 | 4 | 2 | 2 | 3 | 21 | 9% |
| #08 | Poor Voice Tone | | | 1 | 1 | | 1 | 1 | | | | | | 4 | 2% |
| #09 | Everything Relayed | | | | 2 | | | | | | | 1 | | 3 | 1% |
| #10 | HCO Procedures Not Followed | | | | | | | | 2 | | | | 1 | 3 | 1% |
| #11 | VCO Procedures Not Followed | 2 | | 1 | 1 | 1 | | | 1 | 2 | 1 | 1 | 1 | 11 | 5% |
| #12 | Two-Line VCO Procedure Not F | | | | | | | | | | | | | 0 | 0% |
| #13 | Background Noise Not Typed | | | | | | | | | | | | | 0 | 0% |
| #14 | Feelings Not Described | | | | | | | | | | 1 | | | 1 | 0% |
| #15 | Recording Feature Not Used | | | | 1 | | | | | | | | | 1 | 0% |
| #16 | Noise in Center | 1 | 1 | | | | | | | | | | | 2 | 1% |
| #17 | Agent Was Rude | 2 | 2 | 5 | 2 | 2 | 4 | 4 | 4 | 1 | 3 | | 2 | 31 | 13% |
| #18 | Problem Answer Machine | 1 | | | 1 | | | 1 | | | 1 | | | 4 | 2% |
| #19 | Spanish Service | | | | | | | | | | | | | 0 | 0% |
| #20 | Speech to Speech | | | | | | | | | | | 1 | | 1 | 0% |
| #21 | Other Problem Type Complaint | 3 | 11 | 6 | 5 | 1 | | 10 | 5 | 3 | 3 | 1 | 5 | 53 | 23% |
| TOTAL | | 21 | 20 | 20 | 30 | 10 | 12 | 23 | 29 | 15 | 16 | 16 | 24 | 236 | |
| TECHNICAL COMPLAINTS | | | | | | | | | | | | | | | |
| #22 | Lost Branding | | | | | | | 1 | | | | | | 1 | 4% |
| #23 | Charged for Local Call | | | | | | | | | | | | | 0 | 0% |
| #24 | Trouble Linking Up | | | | | | | | 1 | | | 1 | | 2 | 7% |
| #25 | Line Disconnected | 1 | | 1 | | | 1 | | | | | | | 3 | 11% |
| #26 | Garbled Message | | | | 1 | | | | | 1 | | | | 2 | 7% |
| #27 | Database Not Available | 1 | | | | | | 1 | | | | 1 | | 3 | 11% |
| #28 | Split Screen | | | | | | | | | | | | | 0 | 0% |
| #29 | Other Technical Type Complaint | | | 1 | 2 | 2 | 1 | 6 | 1 | | | 2 | 1 | 16 | 67% |
| TOTAL | | 2 | 0 | 2 | 3 | 2 | 2 | 8 | 2 | 1 | 0 | 4 | 1 | 27 | |



Ohio Relay Service

June 2000 - May 2001

| | | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | TOTAL | PCT |
|-----------------|-------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|
| MISC COMPLAINTS | | | | | | | | | | | | | | |
| #30 | Rates | | 1 | | | | | | | | | | 1 | 2% |
| #31 | OSD | | | | | | | | | | | | 0 | 0% |
| #32 | No 900 Number | | | 1 | | | | | | | | | 1 | 2% |
| #33 | Carrier of Choice | 1 | | | | | 1 | | | | 1 | | 3 | 2% |
| #34 | Network Recording | | | | | | | 1 | | | | | 1 | 2% |
| #35 | Other | | | | 1 | | 3 | 1 | 1 | | | | 6 | 4% |
| TOTAL | | 1 | 1 | 0 | 1 | 0 | 4 | 1 | 2 | 0 | 1 | 0 | 12 | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| TOTAL CONTACT | | 24 | 21 | 22 | 34 | 13 | 14 | 35 | 32 | 18 | 16 | 20 | 25 | 274 |

Attachment # 2

Summary Log for June 1, 2000 – May 31, 2001 Ohio Relay

For the period of June 1, 2000 through May 31, 2001, Sprint processed more than 1,975,677 outbound calls on behalf of Ohio Relay, receiving a total of two hundred seventy-four (.013%) customer complaints. All two hundred seventy-four complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these two hundred seventy-four complaints were escalated for action to the State of Ohio or to the Federal Communications Commission.